



**SEABOURNE  
GROUP**



**EXPRESS  
FREIGHT  
SUPPLY CHAIN  
SOLUTIONS  
YOUR  
LOGISTICAL  
CHALLENGES  
SOLVED**

[seabourne-group.com](http://seabourne-group.com)



Founded in 1962 by Sir Clive Bourne, Seabourne quickly became a leading parcel delivery service in Europe. Still independently owned, Seabourne is able to provide logistics solutions that are tailored to our customers' individual needs.

# GLOBAL REACH. PERSONAL SERVICE. SEABOURNE OFFERS FLEXIBILITY AND RELIABILITY, FROM EXPRESS, FREIGHT, AND SOLUTIONS TO 3PL.

## Here's to the next 50 years.

Seabourne was famously started by Sir Clive Bourne from a telephone box near Shoreditch, East London, with a vision of creating a truly independent logistics provider. Rapid expansion has seen the company grow into one of the leading logistics companies in Europe and South Africa.

Our philosophy is to exceed client expectations with courtesy, fast response times, flexibility, and a truly personal and professional service. These values form the basis of our partnerships with our customers.

Our services include express courier delivery, freight, specialist solutions, and supply chain management. Alongside this there are also niche areas of expertise that help us to meet specialist requirements. Expanding our 3PL services has allowed us to treat customers like members of the Seabourne family.

The Seabourne Group has developed into one of the industry's leading independent operators with offices across the UK, Holland, Belgium, Germany, France, and South Africa. With world class personal service, Seabourne has built an exceptional company on the foundations of communication, flexibility, and commitment.



**SEABOURNE  
GROUP**

**100%**

growth in group  
turnover in the  
last 5 years

**50**

years as a highly  
respected player  
in our industry

**trusted by  
some of the  
biggest brands  
in the UK: BP,  
Bosch, Dyson,  
GE lighting,  
Argos**

**we aim to  
integrate our IT  
booking systems  
with those of our  
clients, for the  
most effective  
solution**

# AS AN INDEPENDENT COMPANY, WE TREAT CUSTOMERS LIKE MEMBERS OF OUR FAMILY. THAT'S THE SEABOURNE DIFFERENCE.

## Go on, set us a challenge.

'The Seabourne Difference' is our genuinely personal service and our total flexibility, which allows us to leverage group-wide expertise and tailor our service to suit each individual customer requirement. This means we develop true partnerships that add value and build trust.

At Seabourne, we provide genuine flexibility and adapt to your needs. With an unrivalled attention to detail, we provide a world-class service that puts the customer at the heart of what we do, every time. Seabourne understands that every customer has unique requirements, and we've been handling them, worldwide, with professionalism and assurance for over 50 years.

Our tailored, 24 hour service is applied to any industry, and every customer, in order to provide the ideal solution to any requirement. We provide peace of mind, taking great care to deliver quality services in the most efficient way possible.

Total flexibility, complete commitment, and a personal service.  
**We are Seabourne. Go on, set us a challenge.**







# **WORLDWIDE EXPRESS DELIVERY SERVICE. FLEXIBLE DELIVERY BUILT AROUND YOU.**

## **Express delivery. Trusted partnerships.**

Seabourne offers a first class express service that is tailored to individual customer needs. Throughout our 50 years of providing leading delivery services, we have preserved our traditional values, and continue to build and maintain trusted relationships with our customers.

As an independent company, we are able to provide this personal approach whilst maintaining our fast and reliable service. Unlike other express couriers, Seabourne provides genuine flexibility and adapts to our customers' specific requirements. Rather than simply providing set courier options, Seabourne provides a world-class tailored service that puts the customer at the heart of what we do, every time.

With an unrivalled attention to detail, and genuine care for our customers, Seabourne builds trusted partnerships. These partnerships allow us to provide the perfect solution for every customer.

# SEABOURNE EXPRESS OFFERS FLEXIBILITY. AN EXPRESS SERVICE THAT FITS AROUND YOU.

## Timing is everything.

At Seabourne we deliver consignments to our customers at a time that suits them. Our scheduled, timed, and sameday express services provide fast and economic delivery, whilst providing the flexibility that you require.

Our door-to-door service ensures delivery at the right time for you, and all consignments arrive complete with proof of delivery. Our partnerships with customers also allow us to provide detailed solutions to fit individual needs, including bulk collections and completion of paperwork on your behalf.

Aside from the traditional express delivery, Seabourne also offers on-board couriers that escort important items to their destination. At Seabourne we always go the extra mile, adding value and saving time.

## Specialist knowledge. Specialist services.

As an independent company, we are able to offer a personal service rarely provided by conventional couriers, and will take care of handling and shipping irreplaceable or hazardous items in small or large scale deliveries.

Our fine arts and antiques service provides packing and handling support to a variety of customers, and our expertise provides safeguarding for even the most delicate of items. As well as this, we offer hazardous goods delivery, handling dangerous items at any stage of the delivery process.



# SEABOURNE FREIGHT GOES THE EXTRA MILE. INTELLIGENT FREIGHT SOLUTIONS THAT ARE BUILT AROUND YOU.

## **Industry knowledge with a personal service.**

Seabourne's freight expertise includes Air, Sea, and Road Freight, providing an international service worldwide. At Seabourne, we provide an instant, expert response to our customers' requirements. We know each customer has unique needs, and we've been handling them, worldwide, with professionalism and assurance for over 50 years.

As a leading logistics and transportation supplier, Seabourne has additional specialist expertise enabling us to transport perishables and live cargo. Our logistics skills in the handling of live shellfish and fresh seafood, by air throughout the world, is unparalleled. Additionally, we are prominent in the global movement of temperature controlled cargo and ships' stores to cruise liners during their worldwide voyages. Reliability, flexibility, and consistent service, Seabourne freight can take on any challenge.

The dedicated team at Seabourne offers a complete and immediate response, with our exceptional, personal service provided 24 hours a day. Such commitment has enabled Seabourne to become a leading logistics and transportation supplier, delivering consistency worldwide.

# WORLDWIDE AIR, SEA, AND ROAD FREIGHT. EXPERTISE THAT'S SECOND TO NONE.

## Freight services at a competitive price.

From small packages to air charter Seabourne can cater for any air freight requirement, no matter what the size or complexity. With offices near Heathrow, Birmingham, Bristol, and Glasgow airports, Seabourne is ideally located to provide our high level of service at a competitive price.

As an independent company, Seabourne also provides a specialist sea freight service that can be tailored to fit individual customer needs. From LCL (less than container load) to full load containers and out-of-gauge projects, and from roll-on, roll-off to break-bulk cargo, Seabourne offers a worldwide service that caters for shipments of any size.

Our dedicated, competitive, and efficient road freight service includes identifying the perfect haulier, arrangement of documentation, and negotiation of best service price, while ensuring a safe arrival and maintaining our peerless communication levels throughout.



## Consistency is our motivation.

No project is too large, and previous challenging contracts include shipments of a complete hospital in Russia and gas compression station valves in Pakistan.

As an independent company, Seabourne consistently offers customers a personal service that is rarely provided by conventional freight operators. Our specialist fine arts and antiques services ensure safe delivery of irreplaceable items, while our hazardous goods expertise provide qualified experts to deliver dangerous items from door to destination.

We hold IATA status and comply with Dft security measures, and each office has a direct customs link to all major air and sea ports to meet our clients' export and import clearance requirements.





# 3PL TO DISTRIBUTION. INSTANT-RESPONSE SERVICE AT ANY PART OF THE SUPPLY CHAIN PROCESS.

## **Adaptable services. Reliable expertise.**

Seabourne delivers an instant-response service at any part of the supply chain process. Our world-class warehouse management system provides our customers with any solution, whether it is within fulfilment, distribution, or one of our diverse specialisms. Our range of expertise and reliable tailor-made services are available twenty four hours a day.

Seabourne's adaptable, 24 hour service is applied to every part of the supply chain process in order to provide the ideal solution to any requirement. By integrating our personalised service with our 50 years of experience in import and export, we are able to provide a reliable service that fits around our clients.

At Seabourne we build lasting partnerships, providing a flexible and fast response no matter how complex our customers' needs may be. With secure facilities, fast response, and added value solutions, Seabourne's supply chain services highlight how time and cost effective outsourcing can be.



# LOGISTICS SOLUTIONS BUILT AROUND YOU. FULFILMENT AND MANAGEMENT FACILITIES BUILT FOR YOUR PRODUCT.

## **3PL Solutions for any part of the Supply Chain.**

Supply chain is our brand name for our third party logistics service which provides clients with an integrated operation; order fulfilment, storage and distribution being the core elements, all of which can be scaled and customised to fit all clients' requirements. Modern business practices combined with decades of experience and a focussed specialist team give us the edge over larger 3PL providers.

We use Manhattan Scale® to manage the storage, picking and packing of orders and COGI® to manage the least cost route despatch to your customer. This industry leading software combined with our group and partner distribution services gives clients tangible operational and financial benefits.

## **Order fulfilment.**

Manhattan Scale® is the core of our service, managing your products from receipt through to despatch. The weight, size, description, and even ownership within your company is recorded at receipt, which lays the foundation for managing your stock in the most efficient way. Access to our Manhattan® system is not exclusive to Seabourne; our clients can manage their own stock, input order details, and select reports online completely securely from a live system, providing transparency.

# EXPERTISE AND EXPERIENCE THAT GIVE YOU PEACE OF MIND. FROM DISTRIBUTION TO FULFILMENT, WE DELIVER A SERVICE OF WHICH WE CAN BE PROUD.

## Stock management.

From receipt to despatch, Manhattan® and COGI® are working for you. At receipt your stock code is recorded on Manhattan®, and the dimensions of the shipping carton and the inner carton are recorded along with the weights for both. A full description and even the internal owner of the stock can be recorded for the route to market or brand owner allocation.

Manhattan® directs the workflow through the operation and electronically tags every movement. It operates to all FCFS (first come, first served) rules for stock selection including batch control, quarantines, maximum call offs by allocation or date and units of issue. Programmed minimum stock levels working with the allocated purchase orders means we can manage your call downs from your suppliers, keeping you up to date through Manhattan's extensive reporting facilities.

Needless to say, Manhattan® can report on every element of your stock management and, because we use Business Objects® to manage this data, it is completely flexible and can be delivered to your inbox when you need it.

## Distribution.

Whether your order is going to Paris, Sydney, Beijing or Accrington, we have 50 years experience in delivering customers' orders on time. Through our comprehensive domestic network of major parcel carriers, sameday, and pallet carriers, we ensure our customers get the best balance between service and cost with a professional level of customer service. If your order is destined further afield, we can manage that through our Freight or Express divisions.

## Added value services.

Our solutions division provides the support services you often need but cannot find easily. Whether it is embroidery, laser etching, overwrapping, or shrinkwrapping, we can support your supply chain through every step.



**SEABOURNE  
SUPPLY CHAIN**

## **Pick and Pack: Fast response. High quality.**

Our picking process is driven by Manhattan®, and it tells our pickers where, how many, in what UOI (unit of issue), and to what priority, all based on the rules we agree with you. All picking is completed using hand held terminals linked through Wi-Fi so the status of a shipment or stock level is live, always.

Once picked, your order is prepared and packed by people who know your stock. The right type of packaging is selected based on the nature of the goods, taking into account how fragile or bulky they are, and the destination and mode of transport. Customer branded documentation can be provided in the form of invoices, packing slips, or just a label.

## **Reverse Logistics.**

Seabourne's reverse logistics service provides a cost-effective and simple solution to any reverse logistics requirements. Our electronic log-off facilities, combined with our online reporting and returns analysis, ensure you have a complete understanding of your returns.

With a comprehensive recall management system, up to date inventory, and production alteration facilities, our team provide the knowledge to help you make the right decisions about your returns.



## **Laser etching.**

Our in-house HK laser etcher is extremely flexible and can handle high volume as well as shorter, more bespoke runs. It is used by some of the leading tool hire companies and manufacturers to manage assets and provide security to their products. Laser etching is not limited to these two areas; we provide brand etching for some clients as well as stock management markers for others.

**TECHNOLOGY AND EXPERTISE ARE COMBINED IN OUR INTERNATIONAL FACILITIES TO PROVIDE THE SERVICE YOU NEED TO GIVE YOU PEACE OF MIND.**

## **Solutions delivered with pride.**

Seabourne provide high quality technical solutions for manufacturers, importers, distributors, and wholesalers. We offer a reliable and cost effective service enabling you to maximise the value of your assets. At Seabourne we tailor our services around our customers' needs, ensuring we have the resources available to fill any requirement with the same reliability and flexibility seen throughout the group. We boast a wide range of specialist skills through a dedicated team of experts, enabling us to solve intricate problems and present cost effective solutions.



## Asset recovery and remarketing.

Returns do not necessarily equate to a headache for retailers. Once through our reverse logistics system, we can help you to maximise your revenue on these items by getting them back to market in an 'as new' condition, either through your own route or through our eBay shop. Whether it's furniture, tools, crockery, or toys, we can help you generate further sales following an agreed process of refurbishment. This can be completed quickly and effectively, reducing your write-offs and adding value to your bottom line.

## Inspection and testing.

Ideally suited for wholesalers, importers, and retailers, our inspection and testing service is tailored to suit your products. From basic QA to flash and PAT testing of electrical items, and technical fault finding supported by tear down reports, it's all at Seabourne.



## Embroidery.

Seabourne's embroidery capabilities provide added value services to our customers. The service is available for any items of clothing or headwear, and can be provided on an individual basis or as part of our 3PL contracted services.

## Overwrapping, shrink wrapping, bespoke cartons.

A more cost effective way of presenting your product to market is by using any one of our three wrapping machines. Overwrapping (cigarette packet style) or heat shrinking is used by many clients for bundling software, video and games offers, and reconfiguring retail packs. Combine this service with our bespoke carton manufacturing ability and we provide very flexible options.

## Reworking.

Our reworking service covers a broad range of solutions, from refurbishing power tools through to changing components on light fittings, and upgrading children's toys so they meet UK/EU specification. There are no limits to what we can rework on your behalf. Seabourne have been successfully providing this service to a number of blue chip companies and high street retailers for over 25 years.

**TOTAL FLEXIBILITY, COMPLETE  
COMMITMENT AND A PERSONAL  
SERVICE. WE ARE SEABOURNE.  
GO ON, SET US A CHALLENGE.**



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